

Dear Patients, Parents and accompanying persons of patients,

As you would imagine, the COVID-19 Pandemic continues to influence our everyday clinical work. Therefore we would like to provide you with important information about our current guidelines and regulations.

**We request you to kindly follow the measures mentioned below to help us do our best to keep everyone safe!**

• **General hygiene rules**

Wearing a **FFP2 mask** is mandatory in the entire hospital premises.

From December 21, 2020, **visitors must** wear an **FFP2** mask at all times during their hospital stay.

In general, please note ...	Good hand hygiene is very important...
<ul style="list-style-type: none"><li>• Please keep a good distance from others when coughing or sneezing - it is best to turn away and sneeze into the crook of your arm or into a paper tissue, which you should then throw away.</li><li>• Avoid any contact when greeting other people and wash your hands regularly and thoroughly with soap and water for at least 20 seconds.</li><li>• Keep your hands away from your face and avoid touching your mouth, eyes or nose.</li><li>• Do not share objects such as cups / bottles that you drink from with your mouth with others.</li></ul>	<ul style="list-style-type: none"><li>• when entering or leaving the hospital</li><li>• After blowing your nose, sneezing or coughing</li><li>• Before preparing food and before eating</li><li>• After going to the toilet.</li></ul>

• **On the day of admission:**

Please arrive in the hospital only if you and your child are healthy! In case of any uncertainty, please contact the reception at 08052 / 171 0 before you travel!

Please also note: The clinic may only be entered with a negative PCR test (not older than 48 hours) or a negative POC antigen test (not older than 24 hours) from an official test center.

- On arrival you will first need to register at the screening station at the hospital entrance. Once the preliminary check and clearance is done, you will be directed to go to the patient admission manager. They will allocate you to a ward following which you can proceed to the assigned ward and contact the available nursing staff once you get there.
- Our nursing team will then coordinate the further admission processes and inform you accordingly.

  

- **Physiotherapy and occupational therapy:**

Physiotherapy and occupational therapy will take place in the patient's room and in the therapy area on the ward. If the Physiotherapy takes place in the patient's room, we would request the accompanying persons/visitors who are not involved in the therapy (e.g. parents of a another patient in the same room) to kindly leave the room in order to keep the number of people present in the room at one time as low as possible.

- **Orthotics and Prosthetics**

Scans for new orthosis as well as orthosis fittings and trials will take place in the patients room with a few exceptions.

- **Meals: Buffet service with a FFP2 mask**

Breakfast and dinner are served as usual in a buffet manner. To avoid long queues, the nursing staff will inform you when you could go to the buffet. Wearing a **FFP2 mask is mandatory** here. Gloves and disinfectants are also available in front of the dining room. **Lunch will be served in the patients room.**

- **Heldentreff (Heroes Room)**

**We have also adapted the "Heldentreff " to the current situation. Our Staff from the Heldentreff currently visit the children in their rooms and bring along lovely and exciting options for various forms of arts,crafts, paintings, board games etc. In addition, it is also possible to visit the Heldentreff by contacting the ward and booking a pre-reserved hourly slot.**

- **Earnest appeal and urgent request:**

**→ Kindly do not leave the hospital grounds during your stay!**

The safety of our patients is of outmost importance to us and we want to keep the clinic as safe as possible! We therefore sincerely request you **not to** leave the hospital grounds during your stay, to help maintain **infection control** and our safety standards!

In order to provide a little variety in addition to the everyday clinical routine, the following areas are available to you on our clinic grounds:

- Our playground behind the clinic building is accessible to patients and their relatives from Monday to Friday from 3:00 p.m. Before the playground is available to the children and young people from our curative education center (Heilpädagogisches Zentrum) until 3:00 p.m. We ask you to take this into account.  
There are no time restrictions on the weekends and the playground. Saturdays and Sundays the playground is open all day for the clinic's patients.
- Our cafeteria is at your disposal all day long throughout your stay. Here we offer you seating, a place to play, vending machines with snacks and drinks and access to outdoor seating.
- Our common areas at the respective stations, as well as the roof terrace at the Talstation are open for you.

Please note that in addition to the accompanying person and a permanent visitor, no other visitors (e.g. siblings) may be received within the clinic.

However, there is the possibility that the patients may receive visitors in the fresh air on the clinic premises, e.g. on the playground.

- **Smoking area**

Smokers are allowed to leave the hospital building with a face mask and smoke in the designated smoking area on the hospital grounds.

Please note that smoking is prohibited in the rest of the hospital.

- **Shopping service**

To help support you, we also offer a shopping service with the nearby local Edeka Markt. More detailed information about the ordering process and the process of the service can be found at the respective information board of your ward.

- **Icecream chest**

Our young and old superheroes, their companions/parents and visitors can feel free to buy and enjoy an ice cream as a little reward at our reception.